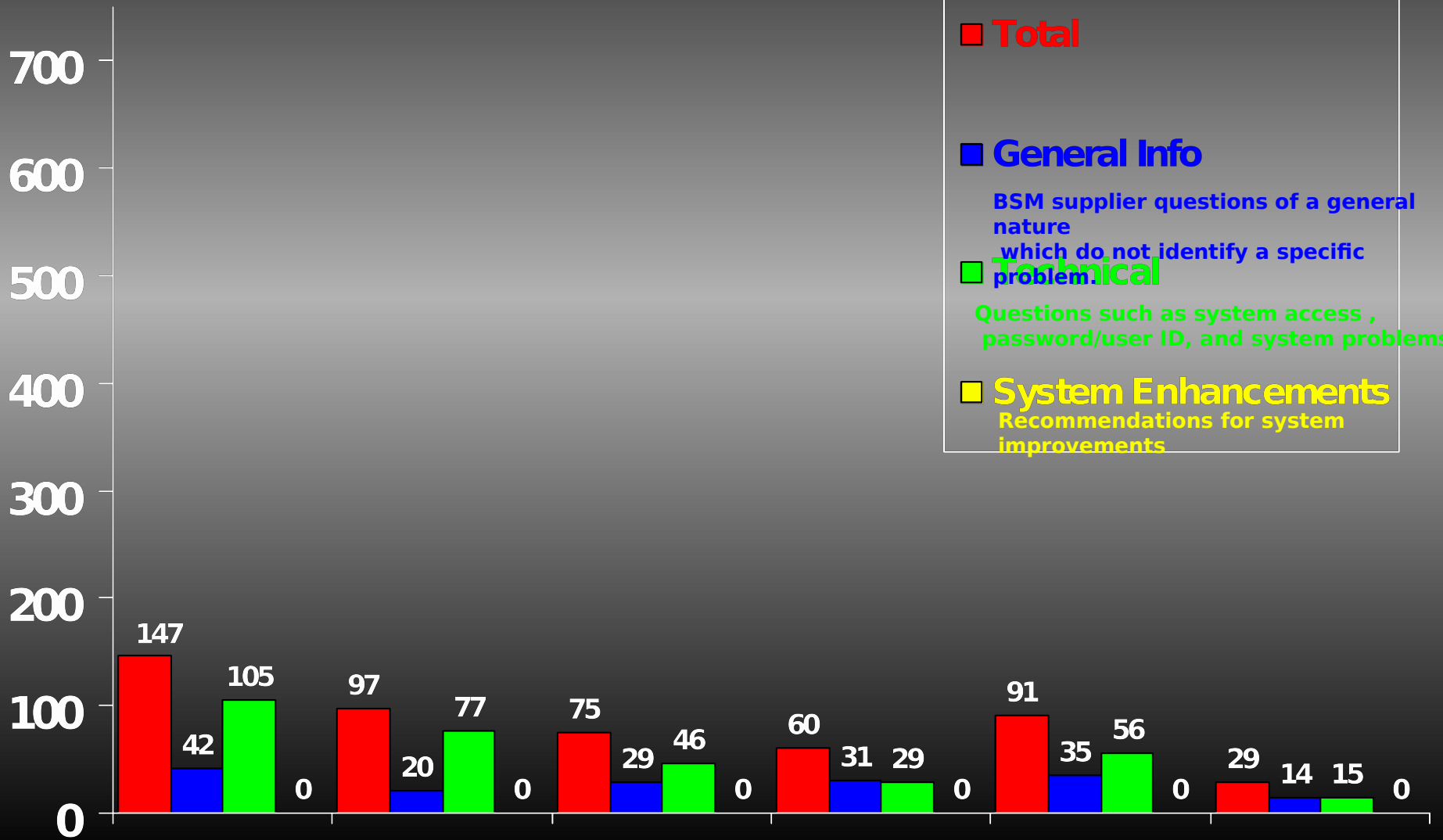




SRweb RELATED CONTACTS

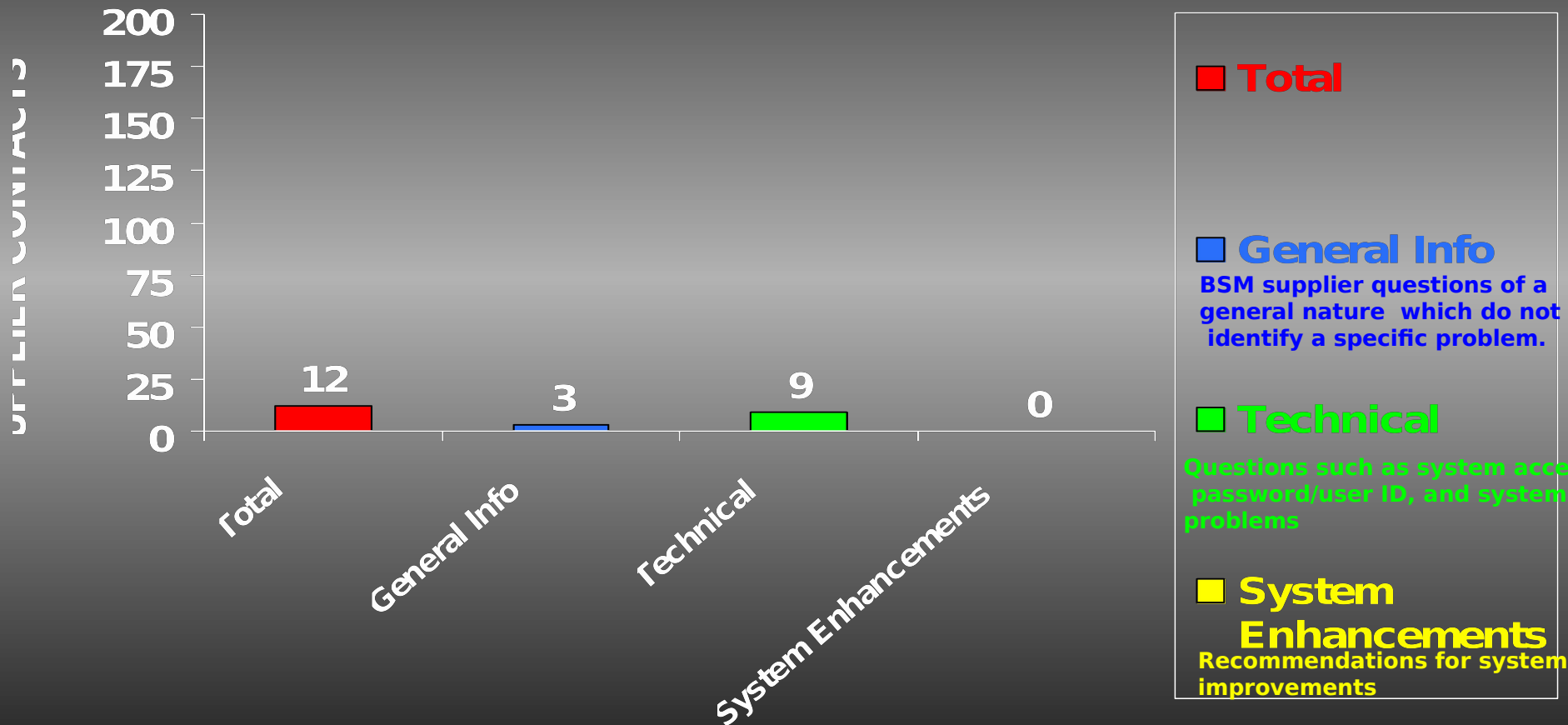
As of 11 Mar 04





SRweb RELATED CONTACTS

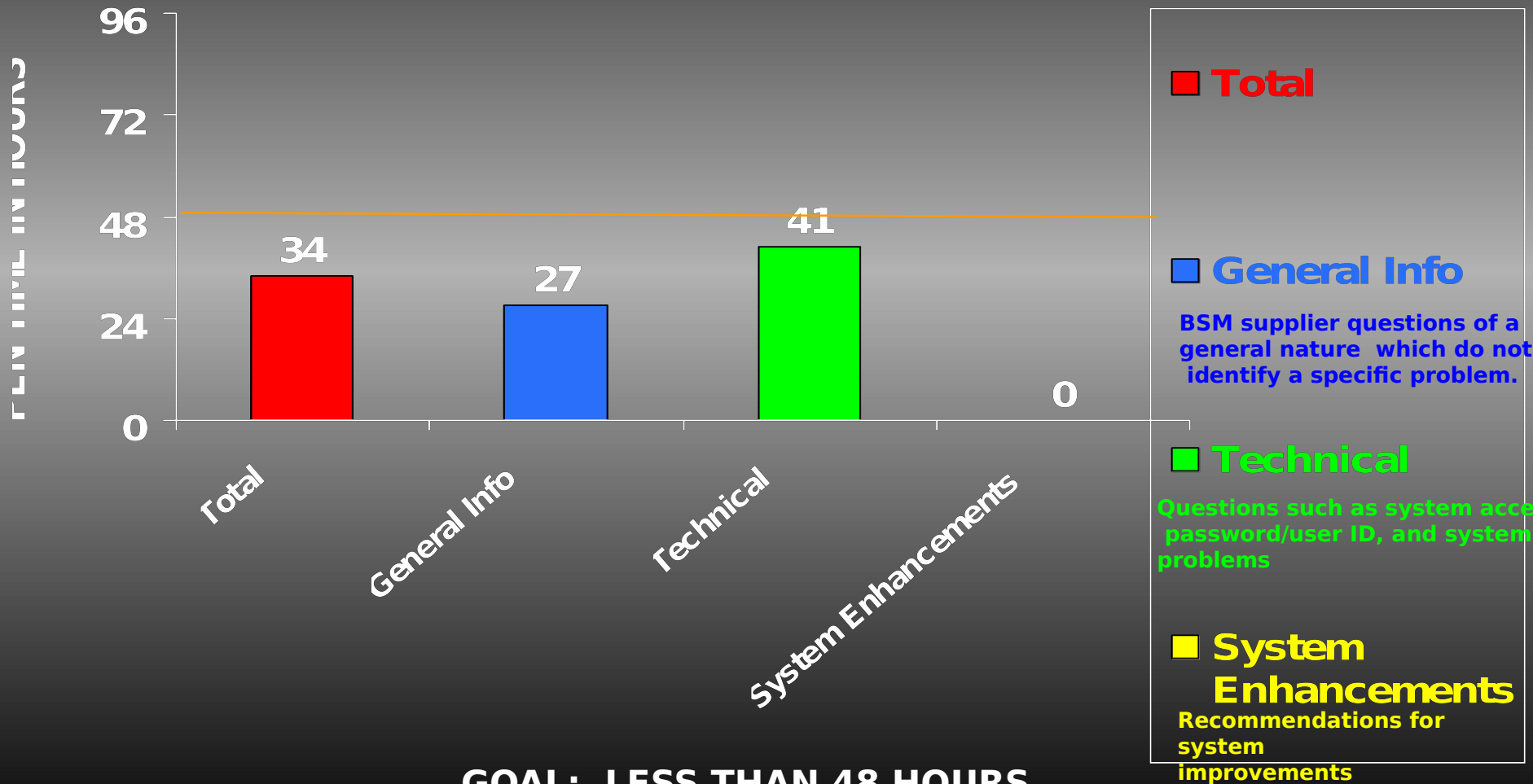
WEEK OF 5 - 11 Mar 04





SRweb ISSUES

Average Resolution Time
5 - 11 Mar 04

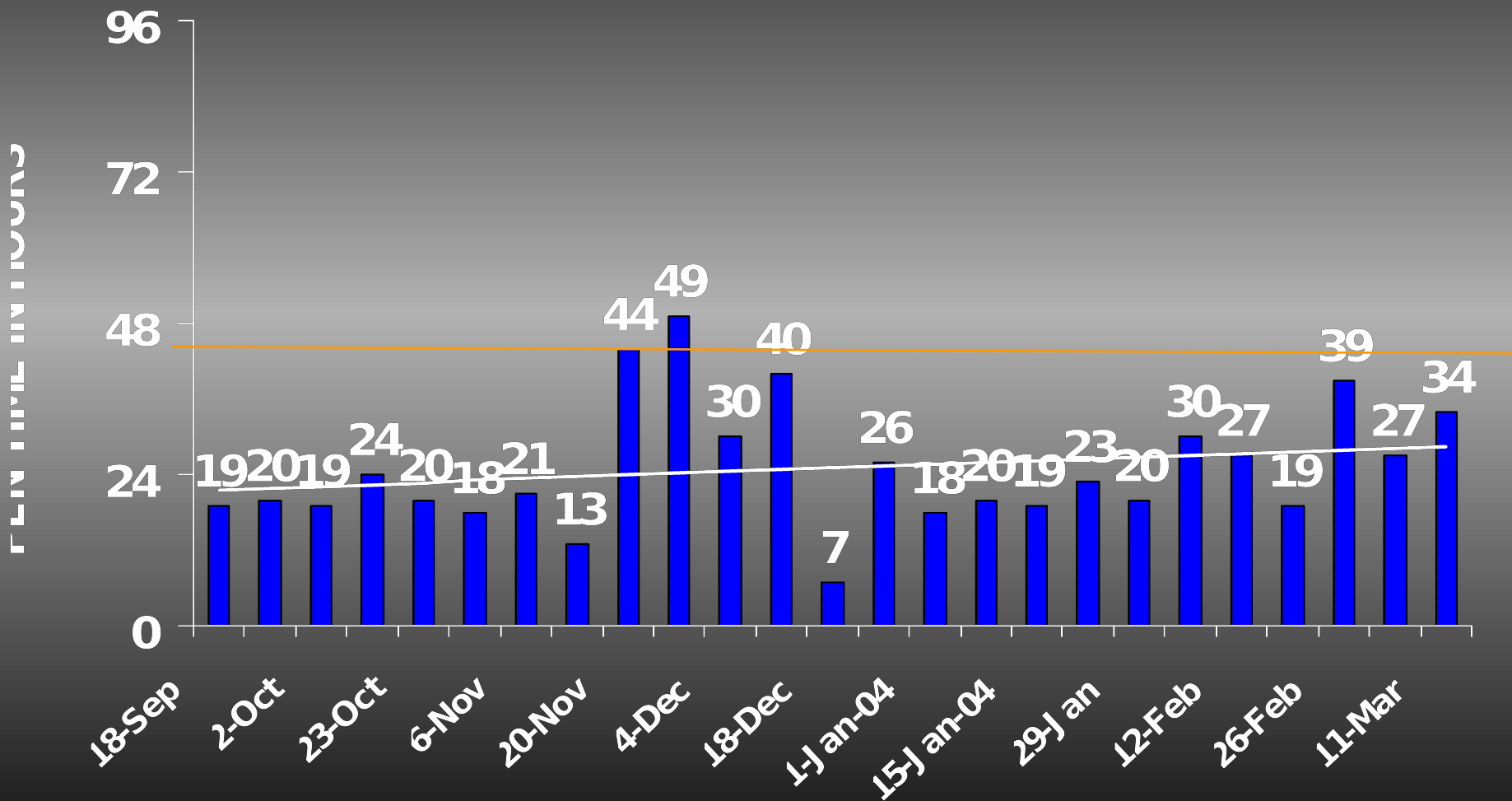


GOAL: LESS THAN 48 HOURS



SRweb ISSUES

Average Resolution Time (Trend)



GOAL: LESS THAN 48 HOURS



AGED SRweb REMEDY ISSUES

TECHNICAL ISSUES NOT RESOLVED WITHIN 48 HOUR
SUSPENSE

AS OF 5 - 11 Mar 04

